

અગત્યનું

### જોપરિપત્ર

વિષય:- ઇન્ટરનેટ સુવિધા બાબત...

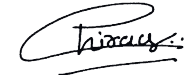
નવસારી કૃષિ યુનિવર્સિટીના તમામ યુનિટ/સબ યુનિટ/કોલેજેના વડાશ્રીઓ અને તમામ હોસ્ટેલોના રેક્ટરશ્રીઓને જણાવવાનું કે, આઈ.ટી. વિભાગ દ્વારા સર્વર રૂમથી યુનિટ/સબ યુનિટ/તમામ હોસ્ટેલો/તમામ કોલેજેને ફાયબર કનેક્ટિવિટી દ્વારા સીધી (બિલ્ડીંગ થી બિલ્ડીંગ) ઇન્ટરનેટની સુવિધા પૂરી પાડવામાં આવે છે. હાલ આઈ.ટી.વિભાગ દ્વારા ઇન્ટરનેટ સેવા માટે કોઈપણ પ્રકારની નેટવર્ક AMC કરવામાં આવેલ ન હોવાથી જ્યાં સુધી ઇન્ટરનેટ સર્વિસ માટે નવી AMC કરવામાં ન આવે ત્યાં સુધી આઈ.ટી.વિભાગ દ્વારા ફક્ત સર્વર રૂમથી જે તે કચેરીની મુખ્ય લાઈન (બિલ્ડીંગ થી બિલ્ડીંગ) સુધીની કનેક્ટિવિટી ચેક કરી આપવામાં આવશે. જેથી ઇન્ટરનેટ ઇન્ટરનેટ LAN કનેક્ટિવિટીની સમસ્યાઓના નિવારણ માટે જે તે યુનિટે પોતાની કક્ષાએ વ્યવસ્થા કરવાની રહેશે.

વધુમાં આપના યુનિટ/સબ યુનિટ/ હોસ્ટેલ કે કોલેજના કોમ્પ્યુટરોમાં ઇન્ટરનેટ કનેક્ટિવિટી વ્યવસ્થિત મળી રહે તે માટે દરેક કોમ્પ્યુટરમાં Internet browser updated રાખવું અને Browserની History, Catch તેમજ Cookiesને Clear કરતા રહેવું તેમજ ઇન્ટરનેટને લગતી કોઈપણ ફરિયાદ ફરજિયાત ફક્ત ઓનલાઈન NCMS પોર્ટલ દ્વારા અથવા ઓફલાઈન 7359445544 ઉપર સંપર્ક કરી નોંધ કરાવવાની રહેશે.

સામેલ :- NCMS ની યુઝર મેન્યુઅલ.

જા.નં.નકયુ/હિનિ/આઈ.ટી./ ૧૦૭ /૨૦૨૩

નવસારી, તા. ૧૫/૦૪/૨૦૨૩



નિયંત્રણ અધિકારી(આઈ.ટી.)

નકલ સવિનય રવાના (e-પરિપત્ર દ્વારા જાણ સારૂ):-

(૧) યુનિવર્સિટીના તમામ અધિકારીશ્રીઓ તરફ..

(૨) તમામ ડીનશ્રીઓ તરફ..

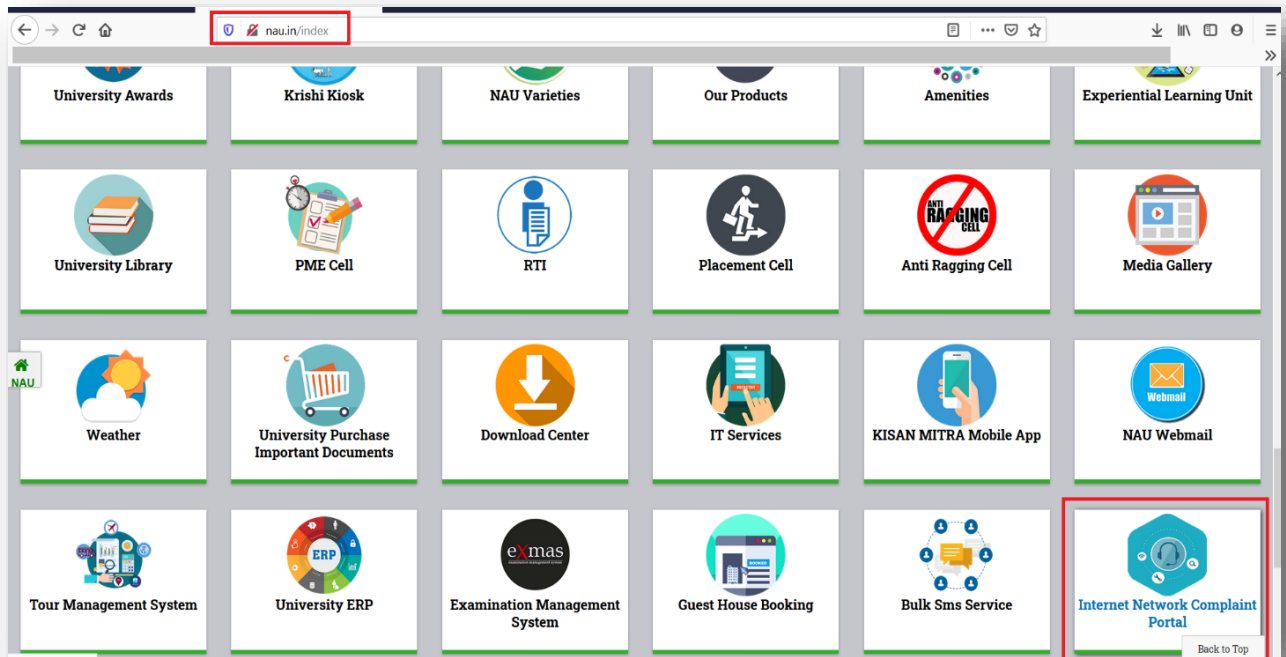
નકલ રવાના (e-પરિપત્ર દ્વારા જાણ તથા અમલ થવા સારૂ):-

(૧) યુનિવર્સિટીની તમામ કચેરીઓના વડાશ્રીઓ તરફ..

(૨) યુનિવર્સિટીની તમામ કોલેજેના રેક્ટરશ્રીઓ તરફ..

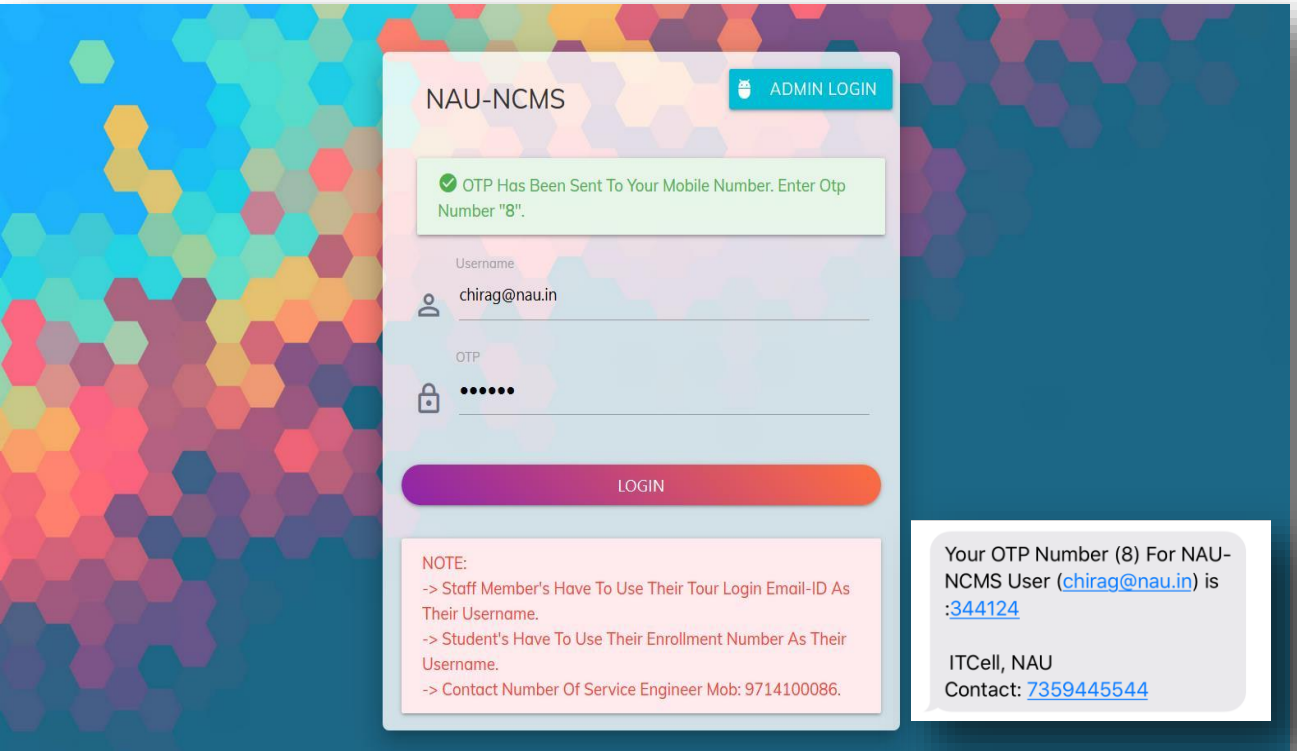
# User manual of Network Complaint Management System (NCMS) Portal

## 1. Web View. ([www.nau.in](http://www.nau.in) -> Internet Network Complaint Portal or [ncms.nau.in](http://ncms.nau.in) directly)



User can Access Internet Network Complaint Portal from nau.in link box option and directly from ncms.nau.in.

## 2. Login Page.

A screenshot of the NAU-NCMS login page. The page has a colorful hexagonal pattern background. The login form is centered and contains a success message, username and OTP input fields, a login button, and a note section. A separate box on the right displays the OTP and contact information.

NAU-NCMS ADMIN LOGIN

✔ OTP Has Been Sent To Your Mobile Number. Enter Otp Number "8".

Username  
chirag@nau.in

OTP  
●●●●●●

LOGIN

NOTE:  
-> Staff Member's Have To Use Their Tour Login Email-ID As Their Username.  
-> Student's Have To Use Their Enrollment Number As Their Username.  
-> Contact Number Of Service Engineer Mob: 9714100086.

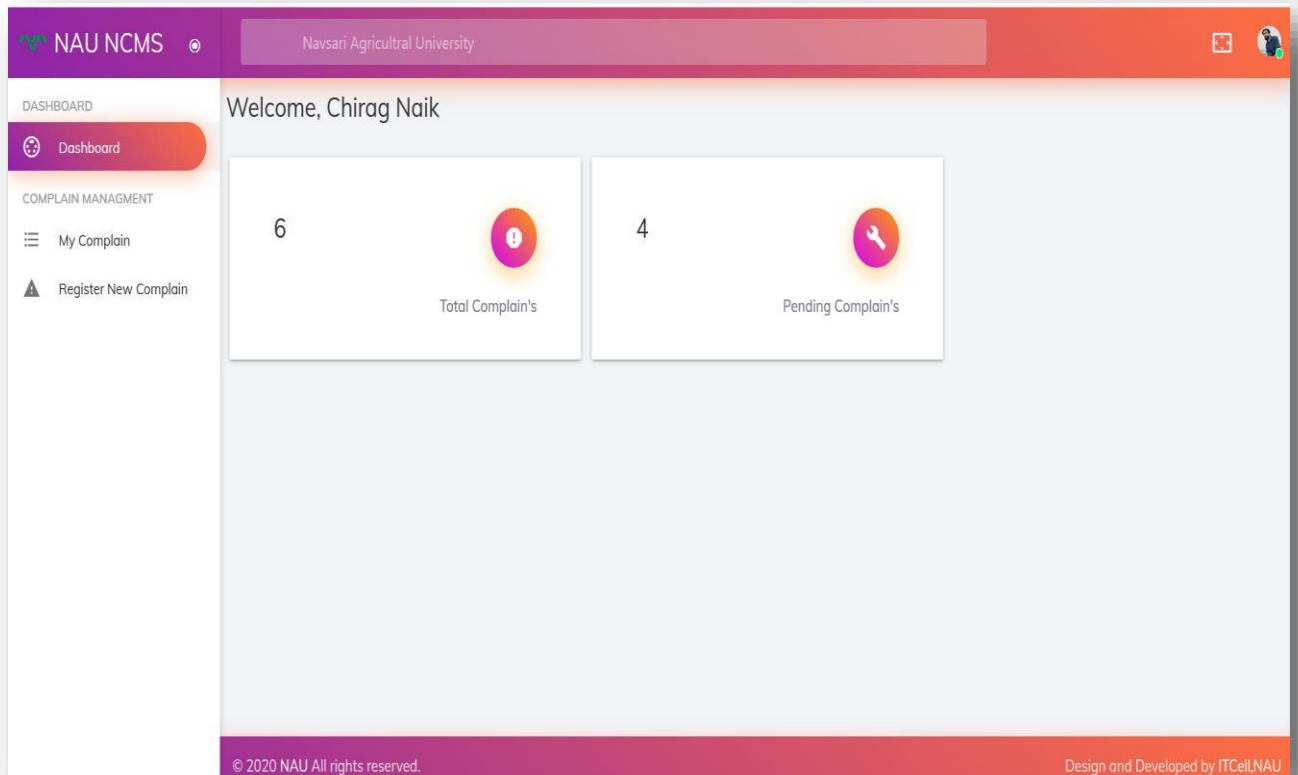
Your OTP Number (8) For NAU-NCMS User ([chirag@nau.in](mailto:chirag@nau.in)) is :[344124](#)

ITCell, NAU  
Contact: [7359445544](tel:7359445544)

Note: Users does not require to register for this application. This application will be integrated with NAU SSO (Single Platform Solution System) & OTP based login system. Staff member can login through Email-ID and Students can login with their Enrollment Number only.

- User can also book offline network complaint through calling on **7359445544**.

### 3. Dashboard.



After click on login button the dashboard will display

1. Dashboard,
2. My Complain &
3. Register New Complain buttons.

The Dashboard will show total registered complains and pending complaints statistics.

#### 4. Register New Complain.

The screenshot shows the 'Register New Complain' form in the NAU NCMS system. The left sidebar contains a menu with 'Dashboard', 'My Complain', and 'Register New Complain' (highlighted). The main content area is titled 'Register Complain' and includes a breadcrumb 'Complain Management > Register Complain'. The form itself is titled 'Complain Form' and contains the following fields: 'Name' (Chirag Naik), 'Contact Number' (9662532863), 'Alternet Contact Number' (9825978277), 'Alternet Person Name' (Bhavesh Chaudhari), 'Unit Name' (ASPEE Agribusiness Managment Institute, NAU, Navsari), and 'Department Name' (ASPEE Agribusiness Managment Institute, NAU, Navsari).

The screenshot shows the bottom section of the 'Register New Complain' form. It includes the 'Department Name' (ASPEE Agribusiness Managment Institute, NAU, Navsari), 'Fault Location' (IT Server Room), and a field for 'Internet Not Working Since Last' (3 Days). Below this is a text area for 'Tell Us More About Your Issue' with the text 'Internet not in working'. There is a file upload section showing a photo icon and the filename 'NKN Live Report\_SEPT.png'. A 'SUBMIT' button is located at the bottom right of the form.

User can registered network complaint using Register New Complain option. User have to fill up the form with required details with photo upload. After providing all the above required information user is required to click Submit button. After successful submission message (Your Complain Has Been Recorded) will be appeared on screen and one SMS notification with tracking unique ID number will be send to user, service engineer and IT person on their registered mobile number.

Your Complain Has Been Recorded.

OK

Your Complain Has Been  
Recorded Successfully.

Complain-ID: NAU/NCMS/  
170220/72646/ON

Technician will Assist You Soon

ITCell, NAU

Contact: [7359445544](tel:7359445544)

NAU NCMS

Navsari Agricultural University

Dashboard

Dashboard

COMPLAIN MANAGEMENT

My Complain

Register New Complain

My Complain

Complain Management > List My Complain

My Complain List

Show
10
entries

Search:

Complain id	Complain Date	Complain Time	Complain Details	Status
NAU/NCMS/170220/74957/OFF	17-02-2020	11:02:48 am	Internet not working	Resolved
NAU/NCMS/170220/72646/ON	17-02-2020	01:02:22 pm	Switch power Problem	Pending
NAU/NCMS/170220/55651/ON	17-02-2020	02:02:13 pm	Internet not in working	In-Progress
<div>Action</div> <div> Add Diagnose </div>				
NAU/NCMS/150220/4075/ON	15-02-2020	02:02:15 pm	asdasd asdasd sadasd	Resolved
NAU/NCMS/150220/80600/ON	15-02-2020	04:02:13 pm	ASDASDASDASDSADSADASD	Pending
NAU/NCMS/150220/54178/ON	15-02-2020	04:02:53 pm	sdasdsdsfsd fsd fsdf sf	Pending

Showing 1 to 6 of 6 entries

Previous
1
Next

User can check their complain status, details and history from My Complain option. Here three type of status will be shown.

1. Pending (no action will be taken by service engineer), 2. In-Progress (service engineer taken this job) and 3. Resolved (service engineer solved this complain) and in action user can see details and history.

Complain Details

Complain-ID: NAU/NCMS/170220/55651/ON

Fault Location: IT Server Room

Complain-Date: 17-02-2020

Complain-Time: 02:02:13 pm

Fault Image: Click To View

Issue Description: Internet not in working

Status: Pending

Complain-Date: 17-02-2020

Complain-Time: 11:02:48 am

Issue Description: Internet not working

Status: Resolved

Technician Details

Name: Lekhraj Mistry

Contact Number: Call Now

Email: Email Now



**Information Technology Department  
Navsari Agricultural University**

Contact: 7359445544 Email: itcell@nau.in

**LAN-WAN Maintenance Report**

**Complain Status: Resolved**

**Complain-ID: NAU/NCMS/170220/55651/ON**

**Complain Date: 17-02-2020**

**Unit:** ASPEE Agribusiness Managment Institute,  
NAU, Navsari

**Dept:** ASPEE Agribusiness Managment Institute,  
NAU, Navsari

**Name:** Chirag Naik

**Designation:** Computer Programmer

**Contact Number:** 9662532863

**Internet was not working since last 3 Days.**

**Fault Location:** IT Server Room

**Complain History/Logs:**

1. 17-02-2020 03:34:57pm:

Fault	Conclusion
Wireless Device (P2P)	New Setup

**Remarks:**

Link up - problem solved.

**Issue Resolved On 17-02-2020.**

## 6. SMS Notification.

User, service engineer and IT department will get timely SMS notification each and every step of maintenance activity.

Your Complain Has Been  
Recorded Successfully.

Complain-ID: NAU/NCMS/  
170220/72646/ON

Technician will Assist You Soon

ITCell, NAU  
Contact: [7359445544](tel:7359445544)

Your Complain (NAU/NCMS/  
170220/55651/ON) Has Been  
Resolved.

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1. **Mobile View.** ([www.nau.in](http://www.nau.in) -> Internet Network Complaint Portal or [ncms.nau.in](http://ncms.nau.in) directly)



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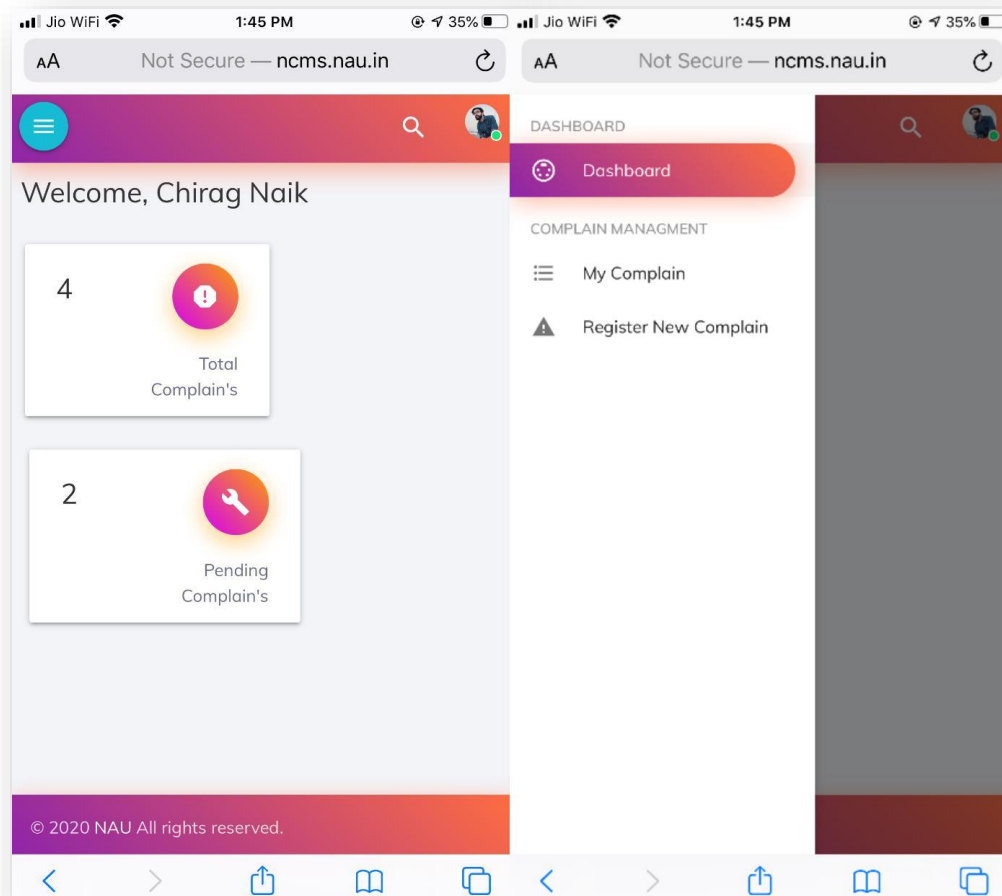
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#### 4. Register New Complain.

Jio WiFi 1:47 PM 34%

AA Not Secure — ncms.nau.in

Complain Management > Register Complain

Complain Form

Name  
Chirag Naik

Contact Number  
9662532863

Alternet Contact Number  
9825978277

Alternet Person Name  
Bhavesh Chaudhari

Unit Name  
ASPEE Agribusiness Managment Institute, N/

Department Name  
ASPEE Agribusiness Managment Institute, N/

Jio WiFi 1:48 PM 33%

Not Secure — ncms.nau.in

Department Name  
ASPEE Agribusiness Managment Institute, N/

Fault Location  
IT Department

Internet Not Working Since Last  
Days  
1

Tell Us More About Your Issue  
Switch power Problem

Upload Photo Of Fault(Optional)

SUBMIT >

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Jio WiFi 1:48 PM 33%

Not Secure — ncms.nau.in

Department Name  
ASPEE Agribusiness Managment Institute, N/

Fault Location  
IT Department

Internet Not Working Since Last  
Days  
1

Tell Us More About Your Issue  
Switch power Problem

Take Photo or Video

Photo Library

Browse

Cancel

Jio WiFi 1:49 PM 33%

Not Secure — ncms.nau.in

Department Name  
ASPEE Agribusiness Managment Institute, N/

Fault Location  
IT Department

Internet Not Working Since Last  
Days  
1

Tell Us More About Your Issue  
Switch power Problem

image.jpg

SUBMIT >

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The screenshot shows a mobile application interface for reporting a network complaint. The status bar at the top indicates 'Jio WiFi', '1:49 PM', and '33%' battery. The browser address bar shows 'ncms.nau.in'. The form contains the following fields: 'Department Name' with the value 'ASPEE Agribusiness Managment Institute, N/A', 'Fault Location' with the value 'IT Department', and 'Internet Not Working Since Last Days'. A modal message box in the center reads 'Your Complain Has Been Recorded.' with a 'Close' button. Below the message, there is a 'Switch power Problem' field and an image upload section showing a file named 'image.jpg'. A 'SUBMIT' button is at the bottom of the form. The bottom navigation bar includes icons for back, forward, share, bookmarks, and tabs.

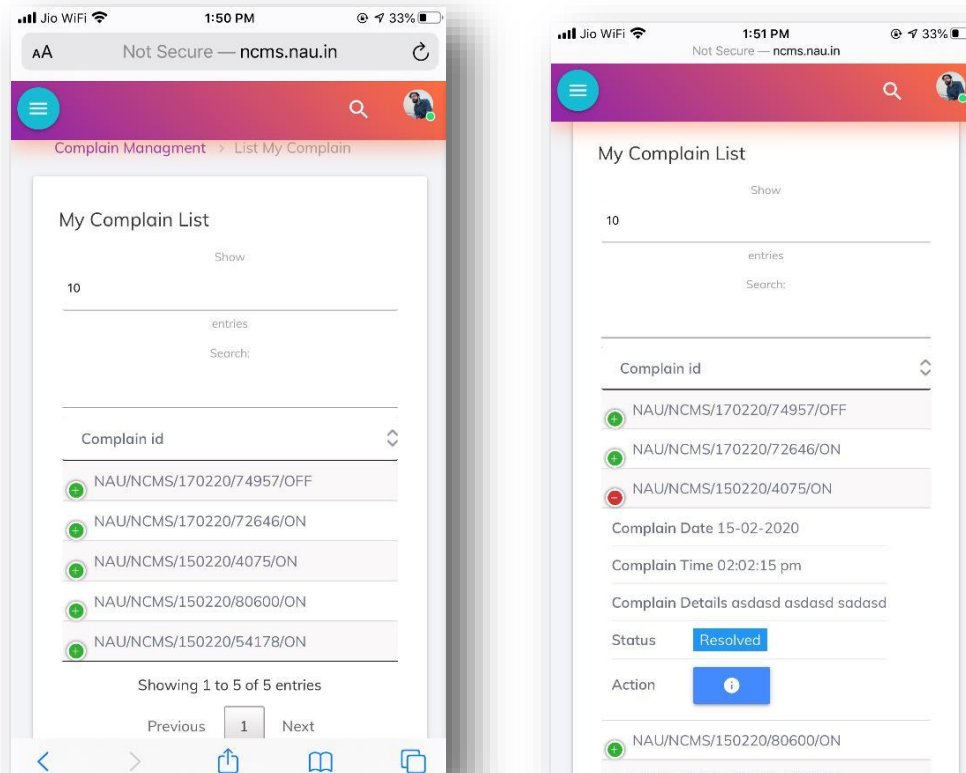
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Complain-ID: NAU/NCMS/  
170220/72646/ON

Technician will Assist You Soon

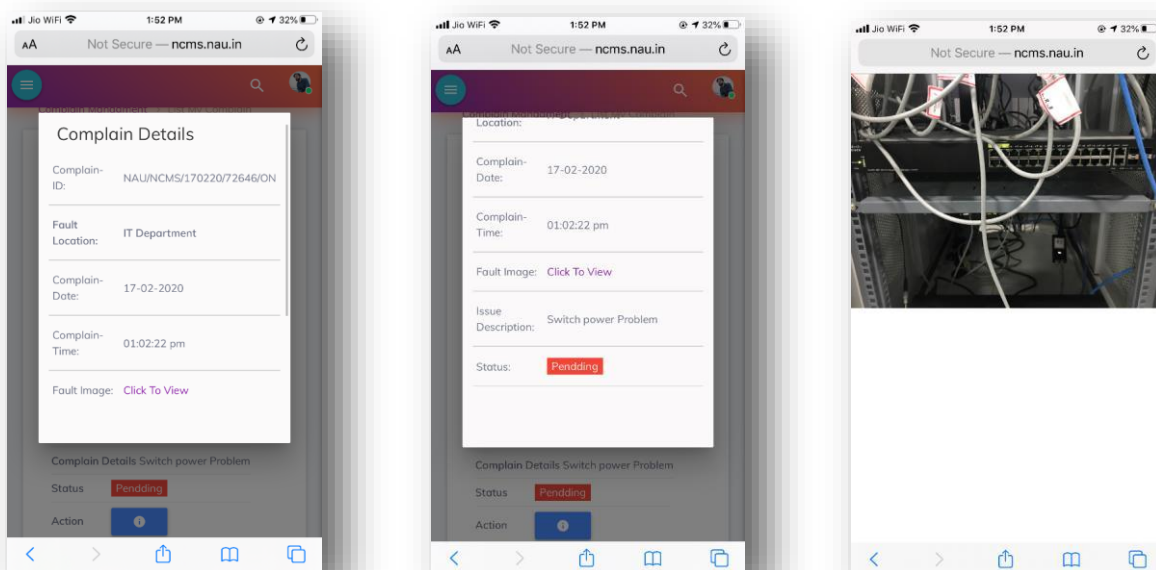
ITCell, NAU  
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NAVSARI AGRICULTURAL UNIVERSITY

**Information Technology Department  
Navsari Agricultural University**

Contact: 7359445544 Email: itcell@nau.in

**LAN-WAN Maintenance Report**

**Complain Status: Resolved**

**Complain-ID: NAU/NCMS/170220/55651/ON**

**Complain Date: 17-02-2020**

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**Dept:** ASPEE Agribusiness Managment Institute,  
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ITCell, NAU  
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